

# **Pennsylvania Department of Human Services (DHS) Electronic Visit Verification (EVV) Frequently Asked Questions**

## **1.) What information must be collected and verified through EVV?**

The 21st Century Cures Act requires that EVV systems must collect and verify the following six items:

- Type of service performed
- Individual receiving the service
- Individual providing the service
- Date of the service
- Location of service delivery
- Time the service begins and ends

## **2.) What services will require the use of EVV by January 1, 2020? \*\*\***

Personal Care Services (PCS) will require the use of EVV by January 1, 2020. According to the federal Centers for Medicare & Medicaid Services (CMS)<sup>1</sup>, PCS consists of services supporting activities of daily living (ADL), such as movement, bathing, toileting, transferring, and personal hygiene or offers support for Instrumental Activities of Daily Living (IADL), such as meal preparation, money management, shopping, and telephone use. For Pennsylvania, services include:

- Office of Long-Term Living (OLTL) Waivers (this includes Agency and Participant-Directed Services)
  - Personal Assistance Services
  - Respite (unlicensed settings only)
- Office of Developmental Programs (ODP) Consolidated Waiver, Person/Family Directed Support Waiver (P/FDS), and Community Living Waivers, and Intellectual Disabilities/Autism (ID/A) Base Services (Includes Agency and Participant-Directed Services)
  - Companion
  - In-Home and Community Support
  - Respite (unlicensed settings only and camp)
  - Homemaker
- Adult Autism Waiver
  - Community Support
  - Respite (unlicensed settings only)

## **3.) What are the benefits of an EVV system?**

EVV can help improve quality of care by making caregiver activities transparent and measurable. Also, EVV reduces the likelihood for error or fraud by identifying the

participant, recording the individual caregiver's location and clock-in and clock-out time, and services provided.

**4.) What KenCrest staff will be required to use EVV?**

All staff who provide in-home and community services.

**5.) When will EVV start?**

KenCrest will begin a soft launch effective November 1, 2019.

**6.) Will there be training on how to use the mobile app?**

Yes, programs that are required to implement the EVV system are currently providing training to all identified staff.

**7.) Does the GPS monitor work at all time, including before and after work?**

No, the technology used to verify the worker's location only records locations at the start and stop of the service. It does not record location at any other time.

**\*\*\*UPDATE:** *KenCrest is still in the midst of its soft launch, and was granted a Good Faith Effort (GFE) Exemption for the Electronic Visit Verification (EVV) implementation along with other providers which will extend the soft launch period through June 30<sup>th</sup>, 2020.*